

### Patron Comment Report

Branch	Comment	Notes
Appaloosa	The following comment was written on a yellow comment card inside Appaloosa on 2/27/23. "We are really grateful for your reopening Shop." While the patrons (sibling Youth) did leave their names, they did not ask for a reply so I am not including their names here.	Noted with pleasure. (Sky Larsen)
Appaloosa	The following comment was written on a yellow comment card inside Appaloosa on 2/15/23. "I would thank the wonderful support from the library with helping me find books about the Paleo Diet." Patron included her name, but asked for no contact so will not include name here.	Noted with pleasure. (Sky Larsen)
Appaloosa	Everyone at the Appaloosa library is so helpful. I ask some questions that are laughable at times, but they are always reassuring, saying it's no problem. I was trying to find a study room for a zoom class & waited too long for Appaloosa library so they went out to all the libraries & found me a room at another library. Always kind & always a smile. Thank you everyone who works at Appaloosa library.	Thank you so much for your very kind words. I'm glad that our staff was able to assist you with finding a Study Room today. We are grateful to receive the support of patrons such as yourself. Take care and we look forward to seeing you soon. Sincerely, Sky Larsen
Appaloosa	Appaloosa library staff do a great job with the displays, they always look wonderful!	Noted with pleasure. We appreciate the positive feedback as Appaloosa Staff work to create meaningful displays. (Sky Larsen)
Appaloosa	Hi! I'm a bookstagrammer promoting books by diverse authors! I wanted to let you know about Pretty Little Pieces and After She Falls by Carmen Schober. Carmen is a Cuban-American author writing clean romances with a lot of depth and grit, and they might be a great fit for your library. Thanks for your consideration!	Noted. If the patron has left contact information, I would have shared the link to "Suggest a Purchase" on our website. (Sky Larsen)
Appaloosa	The following comment was written on a yellow comment card inside Appaloosa on 2/4/23. "I really like the staff recommended reads. Any change of bringing back more magazines to the physical library? My husband and I enjoy reading them."	Noted. We will probably not be bringing back more magazines in the library as many went out of print during the Pandemic. Our online resources do have a wide varieties of publications. (Sky Larsen)



Appaloosa	Hi. My suggestion would be to let patrons renew their library card(s) online, or at least by phone call.	Noted. Wish the patron had included contact information so I could share that it is possible to renew a library card online. (Sky Larsen)
Arabian	The staff members at this location are remarkably efficient, professional, kind, and creative. My daughter and I come twice a week. The students who linger are excessively and consistently disrespectful to the environment and patrons. They play tag, scream, swear, and drip soda over keyboards and tables. They can't be redirected. They loiter simply to disrupt. Their behavior easily constitutes suspension from school under the umbrella clause. I would be happy to support a filing.	Hello, and thank you for sharing your comments about Arabian Library. I appreciate your kind words about the staff and will share your compliments with them. And I'm so glad to learn that you and your daughter use the library regularly. Thank you for your comments about the young people who visit the library after school, and I understand your concerns about disruptive behavior. Scottsdale Public Library has a Rules of Conduct policy, in which we state our expectations that all library patrons will be considerate, respectful, and behave in a manner that does not disturb others or damage library property. The students are always welcome to use the library, but they must follow our policies. Staff enforce the Rules of Conduct with all patrons. Violations of the policy by a student can result in the suspension of the use of library services, unless the young person is accompanied by a parent or guardian. I hope you and your daughter will continue to use Arabian Library. Please feel free to alert staff should you encounter disruptive behavior issues during your visits. We will step in and resolve the situation. If your schedule allows, I recommend visiting the library between the hours of 10 am – 2 pm and after 5 pm on school days (these hours are generally calmer). Weekend visits are a good option, as well. Thank you again for the recognition of our great staff, thoughtful comments, and for supporting Scottsdale Public Library. I would be most happy to talk with you and respond to any questions or concerns. Sincerely, Louisa Aikin
Arabian	The staff at the drive through are always extremely friendly. Just wanted to point that out. Thanks for the great service!	Received, with thanks to the patron for these kind comments.



Arabian	<p>Librarians are amazing! (Heart symbol)</p> <p>However, the teens that utilize the library after school have been completely disrespectful to both the librarians and other library goers. There is a constant screaming/profanity heard through the walls and I have personally been told, "Why the f*** are you here?" and "Don't you have a house you can go to?" I really love this library (and I'm sure others do, too), so I hope something can be done. :) Thanks!</p>	<p>Good afternoon,</p> <p>Thank you for sharing your comments about Arabian Library. I appreciate your kind thoughts about the library and the staff and thank you for your support.</p> <p>I was sorry to learn of the disrespectful manner in which our younger patrons have treated you and understand your concerns about the noise and profanity. Scottsdale Public Library has a Rules of Conduct policy, in which we state our expectations that all library patrons will be considerate, respectful and behave in a manner that does not disturb others.</p> <p>The students are always welcome to use the library, but they must follow our policies. After school hours are busy and the noise level does increase with the number of patrons in the building. Staff enforce the Rules of Conduct, and we are always ready to assist patrons who are concerned about the behavior of others.</p> <p>I hope you will continue to visit Arabian Library. Please feel free to alert staff should you encounter such issues in the future. We will step in and resolve the situation.</p> <p>Some additional options you may wish to consider:</p> <p>Visiting the library between the hours of 10 am – 2 pm and after 5 pm (these hours are generally calmer)</p> <p>Visiting the library on the weekend (again, the building is usually less busy)</p> <p>Using the quiet area of the library (the space at the end of the Adult Fiction shelving and by the large picture window). Library staff monitor this area to help keep it quieter for patrons</p> <p>Ask library staff if one of the Meeting Rooms is available for your use. We are glad to check the availability and open the space for you.</p> <p>Thank you again for taking the time to call this matter to my attention.</p> <p>I would be most happy to talk with you and respond to any questions and concerns.</p> <p>Sincerely, Louisa Aikin</p>
Civic Center	Please increase # of .50 paperbacks.	Passed the suggestion along to volunteer supervisor. RJ



Civic Center	Received a notice that The Storyteller has been renewed to my account. I returned this over a week ago at the site in the lower parking garage.	Civic Center staff did a shelf check for this item. It was located and checked in on the patron's account. The Civic Center Circulation Supervisor emailed the patron back with this information via Ask a Librarian.
Civic Center	<p>Hello! We would love to see a Ramadan and Eid section this year at all branches, specifically Civic Center.</p> <p>1) It increases cultural awareness (2) validates and encourages Muslim children and encourages a love for the library/reading (3) meets multicultural objectives for the library</p> <p>I'm available to help with the display if needed!</p>	Called and left a message for patron letting them know that we will be putting up a Ramadan/Eid display in Civic Center Youth area.
Civic Center	Please increase number of paperbacks in library shop. I miss the other second display.	Passed on feedback.
Civic Center	Why are your two clocks five minutes apart?	Noted. Will have staff check clocks in public areas to have them set accurately.
Civic Center	<p>I would love the option of a teacher card that had a larger hold limit. If I use my card for both personal use and my classroom, I run out of holds very quickly.</p> <p>Thanks!</p>	<p>Hi,</p> <p>Thank you for your comment to Scottsdale Public Library regarding teacher cards. We are actually exploring implementing group cards and teacher cards for flexibility in providing library access to an organized group. We are in the beginning stages and there are no launch dates at this time, but do check back with us in the spring. We hope to have more information then on if we will be rolling these out and how.</p> <p>If you have any other questions, please don't hesitate to reach out to me. Have a wonderful day!</p>
Civic Center	I would like recognition given to Pat who is in the library shop. The shop is always very well organized, neat, and she is a wealth of knowledge. How fortunate you are to have her in your library.	Shared this kind comment with Volunteer Supervisor, Ray Ceo, and our wonderful volunteer, Pat.
Civic Center	This is a good library, but requiring a photo I.D. that they will retain while we borrow a newspaper does not make any sense. There must be other ways to ensure papers are returned.	Spoke to patron by phone and explained that ongoing theft of newspapers led to the photo ID requirement for using newspapers. He suggested showing an ID and then signing the paper out but not having staff retain the ID. We will give this idea consideration. The patron appreciated the call back.



Mustang	<p>Can you please purchase at least one copy of DVD 80 For Brady, if you have not already done so?</p> <p>Thank you, Sharon Messing</p>	<p>Hello,</p> <p>Thank you for your suggestion. Purchase suggestions can be submitted on our website here: <a href="http://scottsdalelibrary.org/services/suggest-a-purchase">scottsdalelibrary.org/services/suggest-a-purchase</a>. 80 for Brady does not yet have a DVD release date and it will not be ordered until it does. Generally, new films are ordered 30-60 days prior to release.</p> <p>Regards, Rebekka Jones</p>
Mustang	<p>Submitted on a comment card at Mustang 2/14/23.</p> <p>Please add more paperbacks and historical romance books to the Library Shop.</p>	<p>Forwarded to volunteer supervisor, Ray, and Anissa. No response requested.</p>
System	<p>Submitted on a comment card at Mustang on 2/11/23.</p> <p>Please carry the Sporting News. It's more popular than the Sports Illustrated you currently carry. You carried both in the past.</p>	<p>Hello,</p> <p>Thank you for your suggestion. Unfortunately, Sporting News is no longer available to us as a print title. Our vendor indicates that they only publish digitally now.</p> <p>Regards, Rebekka Jones</p>